



Technical Account Manager

France - La Garenne Colombes

[www.efficientip.com]

EfficientIP is a fast-growing network automation and security company, specializing in DDI (DNS, DHCP, IP Address Management). Our Smart DDI approach offers enterprises and service providers a unique appliance-based solution to intelligently simplify and automate design, deployment and management of their critical network infrastructure. Through patented technology, our 360° solution suite secures DNS services to safeguard sensitive data and ensure application access. Companies in all sectors rely on our offerings to face the challenges of key IT initiatives such as cloud, IoT, 5G, and mobility.

EfficientIP hardware and software solutions are developed to facilitate DDI management into a fully integrated solution. SOLIDserver™ centralises all information from the IP plan and DNS and DHCP servers in one single interface, allowing our customers to manage their network services as a single entity, ensuring high availability, security and network consistency.

Job Description

The TAM is the single point of contact and customer advocate for the account, working closely with the Efficient IP teams (e.g. Delivery, Support, Product Management, Sales, Contracts and logistics) on prioritizing and managing all customer requests and escalations. This position resides within the presales team.

Key Responsibilities:

- Develop a deep understanding about the customer business/technical needs to provide technical information, guidance and support
- Become a trusted advisor by proactively guide your customers with technical recommendations and best practices
- Facilitate priority resolution of service issues and keep information flowing to guide the customer maintaining their EfficientIP solution up-to-date.
- Coordinate internal resources as required in order to speed up, secure and enhance all EfficientIP service-related activities to make sure that they receive the proper handling and attention.
- Organize and coordinate regular technical meetings to follow up with the current operational and project requests.
- Quarterly, organize onsite service reviews to present overall support case analysis, Service KPI, Projects status, Solution news (Road Map, New Software release).

Experience and Skills

Skills And Attributes Requirements:

- Good Network background, specifically on DNS and DHCP protocols

- Strong communication, interpersonal and leadership skills and be able to demonstrate a history of high-level achievement in cross-functional organizations. Sales experience is a benefit.
- Strong troubleshooting and problem solving skills
- Fluent in French and English
- Knowledge in one or more of the technical areas below is a benefit:
 - Automation technologies (Terraform, Ansible or other)
 - Development skills
 - Virtualisation
 - Hands-on experience on security products and technologies (e.g. Firewalls, IDS/IPS)

Education And Experience Requirements

- Minimum of 3 years of experience in a technical support/post-sales/pre-sales role
- Bachelor's degree in Computer Science, Software Engineering or related field, or an equivalent experience
- Experience in managing large technical account activity and a clear ability to prioritize issues, while considering both customer and EfficientIP requirements.
- EfficientIP Certification is a distinct advantage

Qualifications

Degree in Computer Science and Telecommunication desired but not compulsory, depending on work experience.

What We Offer

We offer a great opportunity to grow with our company, in a rapidly advancing and strongly innovative environment.

At EfficientIP, we fully believe in congeniality in the workplace and in our relationships with our customers, partners and colleagues. We ensure a positive work environment that is encouraging, enthusiastic and motivating to our team. This approach breaks down barriers in order to stimulate our company's ambition of constant overachievement.

You will be part of a fun & ambitious team!

To apply, please send your cv and cover letter to: careers@efficientip.com